Service Bulletin

Bulletin No.: 21-NA-270

Date: October, 2024

INFORMATION

Subject: Vibration Caused by Tires

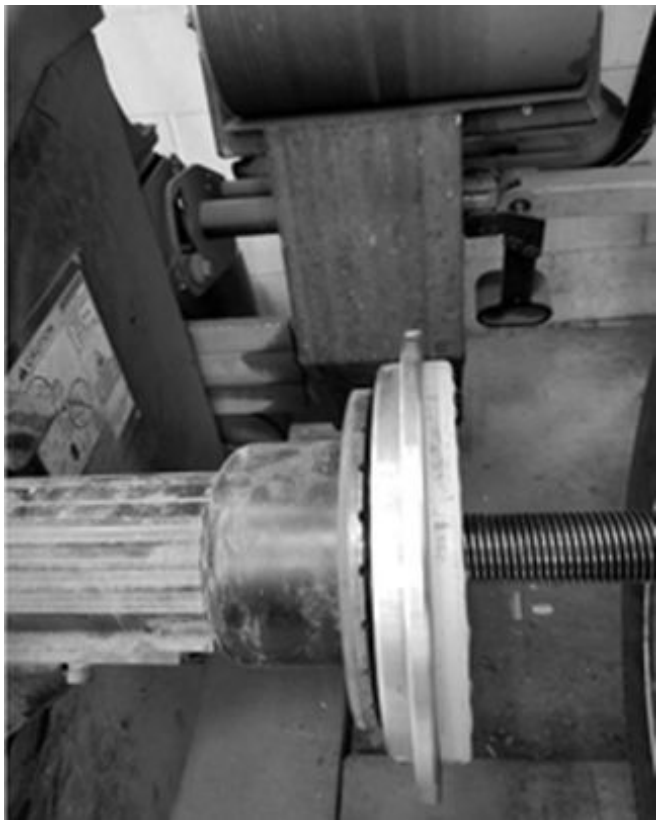
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 4500HD/ 5500HD/6500HD	2019	2024				

Involved Region or Country	United States
Condition	Some customers may comment on a vibration while driving.
Cause	The cause of the condition may be that the wheel and tire assemblies require Road Force balance.
Correction	Verify the vibration is from the tires by using Pico scope (NVH) and attach to the workorder. **Note:** Before using the PICO, drive the vehicle 15 to 20 minutes to help reduce the effect of tire flat spots from sitting. 1. Lift and support the vehicle and remove the wheels. Refer to *Tire and Wheel Removal and Installation*. 2. Using the hunter Road Balancer, the wheel/tire assembles runout should be measured and the high spots identified and marked. The front tires should have a RFV less than 50 lbs. 3. Once these are measured, the tire pairs should be reinstalled with the high spots clocked 180 degrees from each other. 4. Before tire replacement, follow the match mounting tire to the wheel assembles called out in Bulletin **02-03-10-005C**, record the findings. **Note:** For wheel/tire assemblies above 75 lbs RFV clocking the high spots 180 degrees may not provide enough reduction in vibration. Drive to determine, and replace rear tires as needed to achieve required RFV per wheel tire assembly. 5. Record the RFV for each tire wheel assemble and attach to the work order. • RF- • LF- • RRO- • RRI- • LRO- • LRI- • Runout specification is 0.055 6. For Goodyear tires Record the runout for each tire wheel assemble and attach to the work order. • RF- • LF- • RRO- • RRI- • LRO- • LRI- • Runout specification is 0.055

	If a tire needs to be replaced, follow Bulletin **20-NA-159** for warranty Administration, as only the tires that are out of specification should be replaced.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Service Procedure



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Helpful hints when using the 20-2977-2 (8 lug 19.5 inch stud kit.

This is the common setup for MD wheels on the Hunter 9700.

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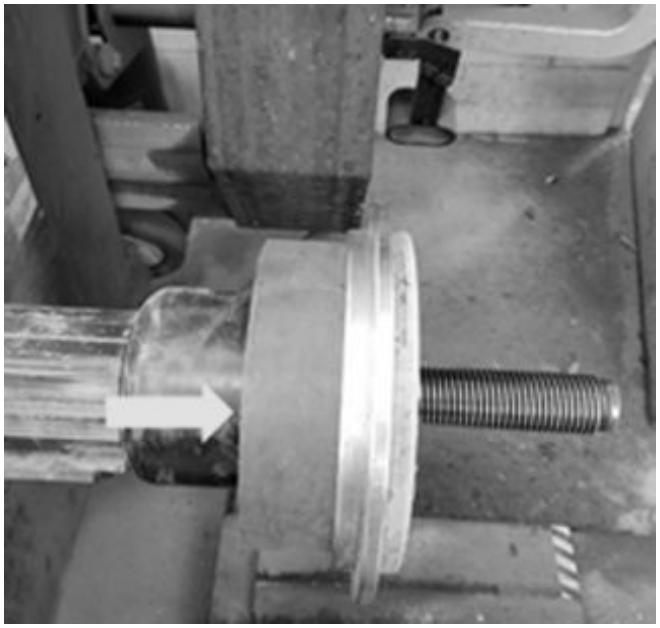
Adding masking tape to the centering ring to help with the Center Checking procedure. There is 2 layers of tape (2 times around). This especially helps with stamped steel wheels.

With this common setup, the Roadforce Roller does not fully contact the tire tread.



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With the addition of this spacer, it will allow the Roadforce roller to fully contact the tire tread.

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Here you can see the roller against the tire. With doing this, it reduced the Roadforce 9 Lbs. Nothing was changed with the process or tire/wheel assembly.

Now the tire and rim can be marked. Rotate the tire on the rim and retest. This may help reduce the Roadforce if below 50. Balance the tire and reevaluate the customers concern with the PICO.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information:

Labor Operation	Description	Labor Time
*8080688	Verify Vibration and Measure and Mark High Spot of the Wheels	0.6 hr
Add	To Measure - Each Additional Wheel	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	6
Modified	Released November 19, 2021 Revised July 26, 2022– Added 2022 Model Year, added steps to Correction Section, added Important statement under Service Procedure, and added Warranty Information with Labor Operation. Revised August 23, 2022 – Added runout specification to Correction Section Revised September 22, 2022 – Revised Step 2 in Correction section. Revised November 03, 2023 – Added 2023 to Model Year and Added Service Procedure information. Revised October 02, 2024 – Added 2024 to Model Year.